

City of High Point

Consolidated Annual Performance & Evaluation Report

Community Development & Housing

2011-2012 CAPER

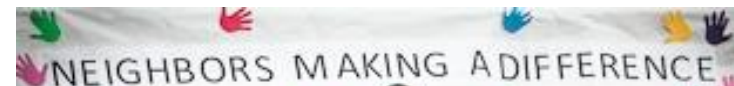


Table of Contents

- I. Executive Summary – 4
- II. Sources of Funding – 4
- III. Summary of Resources – 6
- IV. Uses of Funding – 7
- V. General Narratives
 - A. Assessment of Three-to-Five Year Goals and Objectives – 8
 - B. General Program Administration – 12
 - C. Affirmatively Furthering Fair Housing – 13
 - D. Local Monitoring and Compliance – 16
- VI. Affordable Housing – 17
 - A. Compliance with URA (Uniform Relocation Assistance) – 17
 - B. PHA Role – 17
 - C. Community Housing Development Organization (CHDO) –18
 - D. Emergency Rehabilitation –19
 - E. Homebuyer Assistance – 20
 - F. Individual Development Accounts – 26
 - G. Neighborhood Stabilization Program –24
 - H. In-Fill Housing Program – 25
 - I. Lead-based Paint Hazard Control – 26-29
 - J. Southside Revitalization Plan – 30
 - K. Admiral Pointe – 31
- VII. Community and Neighborhood Development Division – 32
 - A. Citizens Advisory Council – 33
 - B. National Community Development Week – 34
 - C. Relocation Assistance Program – 33
 - D. Discharge Policy – 34
 - E. Local Monitoring and Compliance – 34

- F. Partners Ending Homelessness – 35
- G. Shelter Plus Care – 36
- H. Public Service Grants – 37
- I. Neighborhood Associations – 43
- J. VITA Program – 46
- K. Weed & Seed Program – 47
- L. Harmony House – 48

VIII. Appendix

- Public Announcement – 49
- Citizen Comments – 49
- Checklist/Table of contents – 50-51
- Rehabilitation Delivery Costs
- HOME Match Report
- Contract & Subcontract Activity
- Section 3 Summary Reports
- Financial Summary Grantee Performance Report
- Assessment of Affirmative Marketing Plan's Effectiveness

FY 2011-2012

CONSOLIDATED ANNUAL PERFORMANCE & EVALUATION REPORT

I. Executive Summary

The Consolidated Annual Performance & Evaluation Report or CAPER, required by the U.S. Department of Housing and Urban Development (HUD), serves as a report card for the City of High Point's Community Development and Housing Program. This extensive annual report summarizes and evaluates activities funded for the past fiscal year through the following federal grants:

- Community Development Block Grant (CDBG)
- HOME Investment Partnership Program
- Lead Hazard Control Program
- Neighborhood Stabilization Program
- HUD Section 108 Program
- Shelter Plus Care Program
- Volunteer Income Tax Assistance (VITA)

Each year the Community Development & Housing Department (CDHD) is required by HUD to submit an Annual Action Plan outlining proposed use of funds to be awarded to the City in the upcoming year, setting goals and performance measures. This CAPER is based on the 2011-2012 Annual Action Plan and reviews accomplishments, evaluates performance and reports on activities undertaken by the City of High Point for fiscal year 2011-2012: July 1, 2011 through June 30, 2012.

II. Sources of Funding

The City of High Point has been an entitlement City¹ for thirty-eight years, receiving its Community Development Block Grant (CDBG) funds directly from HUD. The legislation authorizing the federal government's disbursement of these funds is Title 1 of the Housing and Community Development Act of 1974 as amended. The primary goal of this law is the development of viable urban communities. Program objectives include provision of decent housing, suitable living environments, and expanded opportunities primarily for low-to-moderate income (LMI) individuals and families. 100% of both HOME- and CDBG-funded programs benefitted low-to-moderate-income High Point residents. Projects and activities funded with CDBG funds must meet at least one of the three broad National Objectives; all CDBG-funded projects and activities implemented met one of the national objectives.

- Benefit LMI persons
- Aid in prevention/elimination of slums/blight
- Meet community development needs which have a particular urgency

¹ Entitlement is based on such factors as population, age of housing, and poverty levels.

The HOME Investment Partnership program affirms the federal government's commitment to help provide decent, safe and sanitary affordable housing to LMI citizens. FY 2011-2012 marked the seventh year that High Point received its HOME allocation as a Participating Jurisdiction² or PJ. HOME funds require a 25% local match, unlike CDBG funds which are match-free. HOME funds are allocated by formula and must be committed within two years and spent within five years or they revert to HUD. The HOME program was created under the auspices of the National Affordable Housing Act of 1990, providing funding and guidelines to assist in developing affordable housing strategies addressing local housing needs. The program is designed to increase the supply and availability of affordable housing and build public/private partnerships between state and local governments, and affordable housing providers. HOME projects and activities reported in this CAPER meet one of the two HOME National Objectives:

- To expand the supply of decent, safe, sanitary and affordable housing
- To strengthen public/private partnerships

HUD is required by law to set income limits in determining eligibility of applicants for assisted housing programs which use HUD funds. The income guidelines provided to High Point reflect incomes for the Greensboro-High Point Metropolitan Statistical Area (MSA). The table below illustrates 2011-2012 income limits with breakdowns by family size and income categories for High Point. These guidelines form the basis of eligibility criteria for the City's CDBG and HOME-funded projects. According to the 2010-2014 Consolidated Plan, High Point families with incomes at or below 30% of the area median income are at the greatest risk for housing problems. These families also have the greatest risk of exposure to lead-based paint hazards. All beneficiaries of the City's CDBG and HOME programs must meet these income guidelines.

2011-12 Income Levels (Source: HUD)				
Persons in Household	Extremely low income (30% median)	Very low income (50% median)	Low income (80% median)	Area Median Income
1	\$11,650	\$19,400	\$31,000	\$38,750
2	\$13,300	\$22,150	\$35,400	\$44,250
3	\$14,950	\$24,900	\$39,850	\$49,800
4	\$16,600	\$27,650	\$44,250	\$55,300
5	\$17,950	\$29,900	\$47,800	\$59,750
6	\$19,300	\$32,100	\$51,350	\$64,150
7	\$20,600	\$34,300	\$54,900	\$68,600
8	\$21,950	\$36,500	\$58,450	\$72,300

² Jurisdictions are designated by HUD to administer a HOME program/be designated a PJ after meeting funding thresholds; notifying HUD of intent to participate; and receiving HUD approval of the jurisdiction's Consolidated Plan.

III. Summary of Resources

HUD regulations require the City to identify all resources expected to be available in each year's Annual Action Plan. The table below identifies projected available resources versus the actual funding realized for developing a coordinated and comprehensive approach to the core goals identified in the 2011-12 Action Plan.

Funding Source	Budget	Actual
CDBG Program funds 2011-12	\$818,214	707,106
CDBG Program Income	\$153,217	153,217
Consortium HOME funds	\$100,000	-0-
HOME Program Funds 2011-12	\$435,178	39,463
HOME Prior year funds	\$628,900	268,517
HOME Program Income	\$ 49,294	49,294
Consortium Program Income	\$ 50,000	38,058
City Match, HOME	\$267,401	111,010
City General Fund	\$ 66,876	66,738
Lead Hazard Control 2008	\$434,837	434,837
Lead Hazard Control NCDHNR	\$209,739	75,171
Lead Hazard Control 2011	\$2,475,000	41,163
NSP	346,153	343,316
NSP Program Income	\$409,000	51,097
IDA	\$ 47,000	1,000
Shelter Plus Care	\$ 151,959	65,571
VITA (Tax preparation)	\$4,176	3,923
Energy Efficiency/ARRA	\$64,368	60,131
Weed & Seed	\$10,735	10,735
DOJ Harmony House	381,844	37,145
Totals:	\$7,003,891	\$2,519,434

IV. Uses of Funding

As outlined in the 2010 – 2014 Consolidated Plan, CD&H proposed the design and implementation of various housing and housing assistance strategies including rehabilitation, down-payment assistance for first-time homebuyers, and affordable housing/new construction as well as lead hazard abatement and emergency repairs. Community and Neighborhood Development activities were designed to assist improvement projects; provide public services; help low/moderate-income residents acquire needed information and skills for capacity-building; provide relocation service; and offer housing for the chronically homeless as outlined in the Guilford County Ten-Year Plan to End Homelessness. The chart on the right outlines expenditures.

HUD Section 108 Loan

Time limits for the Small Business Loan Pool have expired. The City is exploring other options for use of these funds.

Neighborhood Revitalization Strategy Area (NRSA)

In the 2007-08 program year the City established an NRSA in the Core City of High Point. In FY 2011-12 9,286 persons were assisted by direct-benefit activities; 170,519 were assisted by area benefit activities, and \$181,764 in leveraged funds was realized.

Leveraging

The City was able to leverage private funding for the creation of 6 affordable housing units sold to eligible first-time homebuyers. A total of \$219,705 in federal funds was used to leverage \$548,279 in private funding sources. The leveraging ratio of FY 2011-12 was 2.5:1. By leveraging funding, the City is able to make the most use of its valuable resources and complete multiple projects.

<u>Address</u>	<u>Source</u>	<u>Activity</u>	<u>Non-Federal</u>	<u>Federal</u>	<u>Ratio</u>
4024 Banbridge Dr	HOME	DPA	135,000.00	5,000.00	27.00
919 First Tee Dr	HOME	DPA	125,500.00	5,000.00	25.10
233 Windley St	HOME/NSP	DPA & Development Subsidy	55,000.00	65,056.75	0.85
804 George St	HOME	Development Subsidy	101,779.69	14,220.31	7.16
1728 Brooks Ave	HOME/NSP	Development Subsidy	55,000.00	101,427.91	0.54
219 N. Hoskins St	HOME	Development Subsidy	75,999.00	29,000.01	2.62
Totals			548,278.69	219,704.98	2.50

Affordable Housing

Affordable Housing Program Delivery	386,727
Community Housing Development Organizations	121,856
Emergency Repair Program(CDBG)	92,255
Homebuyer Assistance	35,612
Individual Development Accounts Program	13,500
Neighborhood Stabilization Program	122,966
Lead Hazard Control Program	551,171
Southside Revitalization Activities	42,182
Infill	8,760
Grimes Street Extension	378,486
ARRA/Energy Efficiency	60,131
HOME Housing Rehab	83,072
HOME Match	60,434
TOTAL	1,957,153

Community And Neighborhood Development

Community Capacity-Building Delivery Costs	122,118
Shelter Plus Care Program	65,571
Public Service Grants	28,711
Weed & Seed	10,735
Community Outreach, City Budget	66,738
Relocation due to Code Enforcement	6,100
VITA	3,923
Harmony House	37,145
TOTAL	341,041

Program Administration

Program Administration	221,240
------------------------	---------

TOTAL 221,240
GRAND TOTAL 2,519,434

V. General Narratives

A. Assessment of Three-to-Five-Year Goals and Objectives

The City of High Point's 2010-14 Consolidated Plan established a unified, coordinated vision for community development actions for a five year period. Key elements of this consolidated plan are its emphasis on citizen participation and the collaborative nature of the process. High Point uses the input from citizens and community development partners to determine its housing and community development needs, to develop strategies for addressing those needs, and to undertake specific actions consistent with those strategies. CDHD completed the first year of the 2010-14 Consolidated Plan (Conplan) which outlined goals and objectives for the City of High Point.

The City of High Point must successfully balance a diverse array of housing and community development issues. Given the range of competing needs, scarce public resources must be invested wisely. Therefore, as a general principle, the City will attempt to expend public funds in a way that leverages the commitment of private sector support and community partnerships whenever possible.

Affordable Housing: Several characteristics of the housing market in High Point directly impact provision of affordable housing. A large percentage of owner-occupied housing belongs to low-income families who do not have the resources to rehabilitate deteriorating conditions. Landlords operating on a narrow profit margin are unlikely to invest substantial amounts of money into property upkeep unless forced to do so by local housing code enforcement. Potential homebuyers also face a lack of decent, affordable housing options. The current economic downturn has further damaged the ability of many families to save money and secure financing. In response to these conditions, through the public participation and consultation process, CD&H Housing priorities and objectives to address the situation are as follows:

1. Increase the supply of safe, sanitary and decent affordable housing:

- **Goal: To increase the supply of decent, affordable housing opportunities, both single-family and multi-family developments, available for the City's lower-income households through coordination with area CHDOs such as Habitat for Humanity, Unity Builders and Triad Economic Development Corporation.**
 - Implement Phase I of the Southside Revitalization Plan
 - Construction of affordable housing through CHDO activities
 - Acquisition/redevelopment of substandard properties to allow new construction of affordable housing units

2. Improve the conditions of existing low-income housing stock

- **Goal: To support families and individuals who already own their homes but are not able to make repairs necessary for critical upkeep and value retention.**
 - Provide emergency housing rehabilitation services to LMI homeowners to improve the quality of existing housing stock
 - Conduct lead hazard control activities

3. Improve accessibility to affordable housing and increase homeownership opportunities

- **Goal: To facilitate increased homeownership opportunities for LMI families and individuals in the City of High Point and expand available options through homebuyer education programs and down payment assistance**
 - Provide assistance to area households for home purchases

4. Assist the City's homeless populations and those at risk of becoming homeless

- **Goal: To provide stability and opportunity to High Point's homeless populations through work with non-profit organizations and other public agencies**
 - Provide permanent housing for homeless people with disabilities

Goal 1 – Increase Supply of Affordable Housing stock

Objective	Action	2010-2011 Actual	2011-12 Actual	2010-14 Total
Implement Phase I of the Southside Revitalization Plan	Phase I will be implemented through 11 units of affordable housing	1	2	3
Construction of affordable housing through CHDO activities	Construct 12 affordable homeownership units per year via area CHDOs, including Triad Development Corp, Habitat for Humanity and Unity Builders	4	5	9
Acquisition and new construction of affordable housing units	The City will promote construction of 10 new units of affordable housing per year through the Infill program	10	6	16

Goal 2 – Improve the conditions of existing low-income housing

Objective	Action	2010-2011 Actual	2011-12 Actual	2010-14 Total
Provide emergency housing rehabilitation services to LMI homeowners to improve the quality of existing housing stock	1. Provide emergency housing rehabilitation services to 30 LMI income households per year through the Urgent Repair Program	21	17	38
	2. Conduct lead hazard control activities on 109 units through funds provided by the Lead Hazard Control grant from HUD	96	27	123

Goal 3 – Improve accessibility to affordable housing and increase homeownership opportunities

Objective	Action	2010-2011 Actual	2011-12 Actual	2010-14 Total
Provide assistance to area households for home purchases	1. Assist 10 households per year through the Individual Development Accounts program	10	14	24
	2. Assist LMI homebuyers to purchase 40 homes per year through the City's Homebuyer Assistance Program	13	3	16

Goal 4 – Assist the City's homeless populations and those at risk of becoming homeless

Objective	Action	2010-2011 Actual	2011-12 Actual	2010-14 Total
Provide stability and opportunity to homeless populations through work with non-profit organizations and other public agencies	The City will assist 11 chronically homeless persons per year, in partnership with Open Door Ministries through its Shelter Plus Care Program	10	11	21
Provide operating support and other necessary assistance to local homeless service providers	The City will make public services more available and accessible to LMI income persons by providing operating and other support to area non-profit organizations that serve area homeless populations, including but not limited to Mary's House Inc., Mercy Outreach Ministries, Open Door Ministries, and West End Ministries	5	0	5

The Community and Neighborhood Development Division (CNDD) of CD&H is charged with developing and implementing the Department's non-housing strategies to implement community capacity development activities that promote stronger neighborhoods. CNDD has identified community building activities such as leadership development, youth development, basic skills, and homelessness as priority non-housing needs in High Point. In addition, Division activities include enhancing public services, assisting in homeless activities, and assisting residents required to relocate due to housing code enforcement violations. Following are non-housing, **CNDD** priorities identified for FY 2010-2014:

1. Provide community capacity building programs to City residents

- **Goal:** to facilitate capacity building activities for community-based organizations in the City of High Point
 - The City of High Point will conduct capacity building activities throughout each program year to benefit community-and-neighborhood-based organizations in the City

2. Provide support to low-to-moderate-income residents through public services provided by local community-based organizations

- **Goal:** to provide public services that benefit LMI residents
 - The City will set aside, annually, a portion of its CDBG entitlement to fund public service activities provided by local community-based organizations and non-profits to benefit LMI residents

3. Provide relocation assistance to low-to-moderate residents forced to move due to code enforcement

- **Goal:** to provide relocation assistance to LMI residents forced to move due to code enforcement
 - The City will provide relocation assistance to renters and homeowners who are required to move from their residence due to enforcement of the City's minimum housing code

4. Specific Special Needs Objectives

- **Elderly/Frail Populations**
 - Provide funds to non-profits organizations delivering services to improve quality of life for elderly/frail
- **Persons with Mental Illness**
 - Facilitate development of transitional and permanent supportive housing for persons with mental disabilities
 - Provide funds to non-profit organizations to improve quality of life for persons with mental disabilities
- **Persons with disabilities**
 - Provide assistance to meet supportive service needs for persons with disabilities
- **Persons with Alcohol/Drug addiction**
 - Provide funds to organizations delivering services for persons with alcohol/drug addiction
- **Persons with HIV/AIDS**
 - Provide funds for organizations delivering services for persons with HIV/AIDS

Goal 1 – Provide community capacity building programs to residents

Objective	Action	2010-11 Actual	2011-12 Actual	2010-14 Total
Conduct capacity building activities to benefit community & neighborhood-based organizations	The City will assist 12 neighborhood organizations through capacity-building activities	13	10	23

Goal 2 – Provide support for public services by local organizations for LMI residents

Objective	Action	2010-2011 Actual	2011-12 Actual	2010-14 Total
City will set aside, annually, CDBG funds for public service agencies	The City will assist 5 community organizations to provide social, human and homeless services through the CDBG grant program	5	5	10

Goal 3- Provide relocation assistance for LMI residents force to move due to code enforcement

Objective	Action	2010-2011 Actual	2011-12 Actual	2010-14 Total
Provide relocation assistance to renters and homeowners required to move due to Code enforcement	The City will assist 5 households with CDBG funds through the Relocation Assistance Program <i>In May 2012 City Council directed CD&H to discontinue the program.</i>	15	5	20

Goal 4- Provide for specific/special needs

Objective	Action	2010-2011 Actual	2011-12 Actual	2010-14 Total
Improve quality of life for elderly/frail residents	Provision of public service funds to non-profits meeting needs of elderly/frail residents <i>Mobile meals/Senior Resource Center</i>	6	0	6
Improve quality of life for persons with mental illness	Partner with local non-profits to determine/document needs of persons with mental illness	5	7	12
Improve quality of life for persons with disabilities	Provide assistance for housing providers who offer supportive housing for those with disabilities	10	11	21
Improve quality of life for persons with alcohol/drug addictions	Provide funds to non-profits meeting basic needs of those with alcohol/drug addictions	5	6	11
Improve quality of life for persons with HIV/AIDS	Provide funds to non-profits meeting basic needs of those with HIV/AIDS	1	1	2

B. General Program Administration

Administrative costs necessary for program planning and management of CDBG and HOME programs are charged to Program Administration. CD&H is responsible for ensuring program implementation in compliance with national objectives of both programs and adherence to state and local requirements.

Reasonable administrative and planning costs include but are not limited to:

- General management, oversight and coordination
- Salaries, wages and related costs of the participating jurisdiction's staff
- Monitoring progress and compliance with program requirements
- Coordinating the resolution of audit and monitoring findings
- Evaluating program results against stated objectives
- Travel costs incurred for official business in carrying out the program
- Administrative services performed under third party contracts or agreements
- Capacity-building and training activities for staff and non-profits
- Fair housing and activities to affirmatively further fair housing.

Budget: CDBG	\$135,836
HOME	85,404
Activity	Administration
Source	HOME & CDBG
National Objective	N/A
Eligibility Citation	24 CFR 92.206, 570.200(2)(3)(i)

HUD regulations permit the City to use up to 20% of the CDBG grant and up to 10% of its HOME grant for reasonable administrative and planning costs.

C. Affirmatively Furthering Fair Housing

The City of High Point's Human Relations Department is responsible for the advancement of human/civil rights issues such as fair housing, equal employment, unfair treatment, and equal access to public services/accommodations. The Department receives, investigates and mediates complaints of discrimination. In addition, the Department is charged with maintaining positive human relations for this jurisdiction through programming, civic engagement, conflict resolution and peaceful solutions. An important aspect of our duties includes supporting and facilitating the work of the Human Relations Commission (HPHRC), a body of 13 citizens appointed by City Council. Our vision, mission goals and objectives are:

Vision: Cultural liberty for High Point and beyond

Mission: Provide services advancing human and civil rights for the citizens of High Point

Goals: 1. Address issues which may impede basic human/civil rights 2. Support the work of the High Point Human Relations Commission

Objectives:

1. Provide core services to support human/civil rights:

- Advance fair housing & equal employment practices
- Provide mediation services to resolve fair housing & landlord/tenant issues
- Develop and/or implement fair housing and landlord/tenant training, civic engagement programming, diversity-multicultural training
- Support diversity/multicultural training for City departments as requested by the Human Resources department
- Partner with community groups, Non-governmental organizations and government agencies on human/civil rights issues
- Supply the framework & support for City-wide Title VI compliance

2. Provide staff support for Commission initiatives:

- Conduct outreach
- Review appealed fair housing decisions
- Listen to citizen's concerns
- Promote goodwill among all people in greater High Point

The High Point Human Relations Commission is comprised of 13 public citizens and 3 City liaisons who review and give recommendations on issues of human and civil rights/relations, organize special events and build public awareness. The four main committees under the Commission are the Executive, Fair Housing, Education and Special Programs. The Commission meets the second Thursday of each month at 5:30 PM. The High Point Human Relations Commission and Department continue to address equal opportunity housing issues within the jurisdiction through community outreach, education and enforcement. The Commission and Department direct special emphasis toward prevention of discrimination by education and actively engaging community stakeholders. Points of focus during the past year have been:

➤ **Technology**

The Human Relations Department renovated its presence on the internet. The new website includes tools to assist citizens in accessing staff and resource. The Department has:

- Published fair housing pamphlets and a landlord/tenant handbook
- Announced and managed fair housing events
- Provided online access to presentations and videos that inform and educate the public about fair housing issues

➤ **Public Dialogue and Local Media Convey Message**

During National Fair Housing Month and Community Development Week, Human Relations Department Staff collaborated with other City departments, community groups and Non-government organizations to provide a month-long slate of activities, educational forums and the High Point Festival of Cultures to highlight and embed the importance of fair housing.

➤ **Education is Key to Prevention**

The Human Relations Department seeks to educate and consequently prevent discrimination in housing. To that end, departmental staff provide individual and group training. Staff design and redesign training sessions and materials on a case-by-case basis. Trainers assess participants ahead of time to determine their current level of knowledge as well as personal and professional needs. Based on the assessment, staff presents federal, state, and local laws in an engaging, personable manner which encourages attendees to empathize and identify with others when conducting housing transactions. Core to these sessions is a practical working understanding of fair housing law. Among those participating in training have been individual citizens, local housing authority staff and contractors, real estate professionals, community and school groups.

➤ **Reaching Out gets the Word Out**

Human Relations staff frequently make outreach efforts to small groups and community events. Included in these outreach encounters are a general introduction to the Department and an explanation of available services. Particular attention is given to staff's role as fair housing educators and enforcers of the local fair housing ordinance. The Department has collaborated with High Point University by providing internship opportunities for students majoring in human relations and holding a symposium for public school educators from Parkview Elementary, Ferndale Middle and High Point Central High Schools. A major component of the internships and training is training on fair housing.

➤ **Healthy Homes Support Healthy Children**

Staff continue to collaborate with LeadSafe High Point, a local initiative funded by federal grant monies to identify and remediate homes contaminated with lead based paint, especially those occupied or frequented by small children. In addition to assisting with outreach efforts the Department is providing education and support for good fair housing practices so that in the process of helping families, caregivers, housing providers and community members who protect children are not discouraged from pursuing housing opportunities.

➤ **Department Seeks Substantial Equivalence**

The Department has received an evaluation from HUD on our application for substantial equivalence. The City's attorney is in the process of reviewing High Point's Fair Housing Ordinance for revision. These revisions will allow the City to re-submit the application and, we hope, be selected as a Fair Housing Assistance Program (FHAP) that supports and enforces Title VIII. As a HUD-designated FHAP, High Point will have access to technology, training and financial resources to effectively promote fair housing practices.

From July 2011 to June 2012 the Human Relations Department did 90 intakes on housing-related issues:

Fair Housing Issues

Clients	Inquiries	Complaints	Asian	White	Latino	Black	Native American	FHH
32	18	14	5	6	7	14	0	19

Protected Class (numbers overlap):

Race	Color	National Origin	Religion	Sex	Disability	Familial Status
5	2	3	1	0	9	4

Landlord/tenant issues

Clients	Inquiry	Complaints	Asian	Black	Latino	Native American	White	FHH
58	22	36	3	27	10	1	17	21

Eviction	Repairs	Eviction & Repairs	Unfair Practices	Security Deposits
13	9	5	2	7

Resolution of Complaints through Mediation:

Total Complaints	Complaints Mediated	Impasse	Court
50	34	1	4

The Human Relations Department and Commission have engaged in activities this past year which affirmatively promoted fair housing in our jurisdiction and the Triad. Standard practices continue to be:

- Stocking current information about fair housing in different languages
- Allowing LEP (Limited English Proficiency) customers to review language ID cards to identify the language most used in their homes
- Providing training sessions/workshops about fair housing
- Convening educational forums, seminars and classes about fair housing
- Receiving and investigating fair housing and landlord/tenant complaints
- Providing conciliation/mediation to resolve fair housing and landlord/tenant issues
- Sponsoring/attending outreach events to disseminate fair housing information
- Providing a proclamation to the Mayor to declare April as Fair Housing Month
- Recognizing National Fair Housing Month by planning, implementing, and partnering on activities to educate the public about fair housing

Established partners in furthering affirmative fair housing in High Point are:

- City of High Point Community Development & Housing Department
- Latino Family Center of High Point
- High Point YWCA
- Guilford County School System
- Partners Ending Homelessness
- North Carolina Housing Coalition
- High Point Housing Coalition
- Greensboro office, HUD
- Charlotte-Mecklenburg Community Relations Department

- City of Winston-Salem Human Relations Department
- City of Greensboro Human Relations Department
- High Point Housing Authority
- Triad Apartment Association
- High Point Regional Association of Realtors
- US Department of HUD, Fair Housing Equal Opportunity/Fair Housing Assistance Program Division

The Human Relations Department has moved forward with great support from High Point City Council Liaison Dr. Jim Corey; HPHRC Chair Monique Wallace; HPHRC Vice-chair Michelle Matthews; HPHRC Fair Housing Committee Chair Milagros Amaro; High Point City Manager Strib Boynton; City Attorney JoAnne Carlyle; CDHD Director Mike McNair; High Point YWCA; High Point Housing Coalition; Latino Family Center; High Point Chapter of the NAACP; HPPD Chief Sumner; High Point 911 Center; High Point Planning & Zoning Director Lee Burnett; IT Communications Director Steve Lingerfelt; Maintenance Operations Director Tim McKinney; Customer Services Director Bob Martin; High Point/Thomasville Chapter of the American Red Cross.

D. Local Monitoring and Compliance

Community Development Block Grant (CDBG) and HOME funds are primarily disbursed according to two strategies: 1. Acquisition and rehabilitation projects and homeownership opportunities that expand the City's supply of affordable housing 2. Public service grants to implement programs and provide services to LMI residents in the Core City areas and community capacity building activities to help strengthen neighborhoods. The Department determines activities that can be funded and the households or individuals who are eligible to receive these benefits. Special procedures are in place to ensure compliance with applicable regulations. All applicants are required to submit an application that is reviewed by staff.

Once funding is approved for a project, staff coordinates allocation of funds. Organizations receiving funds must enter into a detailed performance contract with the City which describes all applicable federal regulations and defines reporting and project management responsibilities. This contract also states performance goals that the organization is expected to meet. Grantees are required to submit monthly reports; staff makes quarterly on-site visits to each funded project. The project's progress is discussed and records examined. All CDBG funded sub-recipient projects are required to demonstrate a minimum of low to moderate-income benefit ratio of 70%. To achieve this, the City requires services to be offered primarily to residents of officially designated community development target areas which have high concentrations of low to moderate-income residents. Sub-recipients are also required to make a mid-year report and/or appear before the Citizens Advisory Council at one of its regular meetings to ensure performance measures are being met and funds are expended in a timely manner.

Procedures have been developed by the Department to ensure that all projects and programs funded with CDBG & HOME funds meet required regulations. Households or individuals receiving assistance through a housing program must submit an application that is reviewed by staff to determine eligibility. In the event that funds allocated to sub-recipients are not completely expended during the fiscal year, the CAC may reallocate funds to special emphasis grants. The Special Emphasis Grant Program is designed to assist and facilitate a variety of neighborhood-based public service initiatives, community events, programs, and activities in low-income Core City neighborhoods. Special Emphasis Grant funds are used for activities which improve the quality of life in low-income neighborhoods and which discourage adverse conditions such as crime, drug use, violence, vandalism, littering, and social neglect by empowering the community to help renew its neighborhoods through community activism.

VI. Affordable Housing

A. Compliance with URA

The City of High Point complies with all requirements of the Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970 (URA) as amended, as described in 49 CFR Part 24; and with the Housing and community Development Act of 1974 (HCD Act of 1974) as amended, as described in 24 CFR Part 42. The City complies with the Uniform Relocation Act (URA) relative to providing relocation benefits to eligible persons and households displaced through federally assisted programs and activities. The Department's acquisition strategy focuses on contiguous properties within the Core City area. Occasionally the Department researches and investigates acquisition opportunities outside those areas to remove a blighting influence. During the past program year, the City did not displace any citizens as a result of any activities that were federally funded.

B. PHA Role/High Point Housing Authority

The City continues its positive relationship with the High Point Housing Authority, working cooperatively and sharing information for development and stability of neighborhoods. The High Point Housing Authority and the City collaborated on a project to extend E. Grimes Avenue. This will allow for construction of additional affordable rental multi-family homes adjacent to the newly-constructed Park Terrace apartments.



C. Community Housing Development Organization (CHDO)



Total Allocation:	\$135,280
Total Expended:	\$121,856
Activity:	Affordable Housing construction
Source:	HOME Investment Partnerships Program
National Objective:	Affordable Housing
Eligibility Citation:	24 CFR Part 92.300
Goal:	Affordable homeownership opportunities
Objective:	12 affordable homes
Outcome:	Affordability
Performance Measure:	12 affordable homes

Community Housing Development Organizations or CHDOs are nonprofit organizations whose purpose is to provide decent and affordable housing to persons of low to moderate income. The City is required to set aside a minimum of fifteen percent of its HOME allocation for CHDO activities. To be certified as a CHDO, a non-profit organization must meet HUD regulatory requirements pertaining to their legal status, organizational structure, capacity and experience.

Unity Builders, Inc. has continued its redevelopment activities in the Southside neighborhood. Despite the economic downturn, Unity has managed to construct two additional Energy Star-compliant homes for income-eligible homebuyers. Further, Unity Builders is in the process of finalizing an agreement with Self-Help Credit Union to finance construction of 8 lease/purchase properties in Southside. Unity will continue to focus on completing Phase I of Vail Woods.

Three families moved into homes built in the Washington Terrace Park neighborhood by Habitat for Humanity of High Point, Archdale and Trinity in the past year. All first time homeowners, these families had their dream of homeownership become reality through their own hard work and dedication. In addition to these families, Habitat worked with five other families on their homes, three of which should be completed by early fall 2012. Habitat has three additional lots not yet assigned to families, and four other sites under contract.

Habitat for Humanity works with families below 60% of AMI (Adjusted Median Income). Because Habitat is the builder as well as the mortgage lender, they can offer 25-year, no interest loans for the cost of construction the more, generally around \$75,000 for the first mortgage. Habitat families pay approximately \$400/month for a newly constructed, Energy Star home including taxes and insurance. Through the end of July, Habitat homes represent a 1.3 million dollar investment into the Washington Terrace Park neighborhood.

D. Emergency Rehabilitation



Total Allocation:	\$125,000
Total Expended:	\$92,255
Activity:	Affordable Housing construction
Source:	CDBG
National Objective:	Affordable Housing
Eligibility Citation:	24 CFR 570.202
Goal:	Provide housing rehabilitation to LMI residents; improve quality existing housing stock; acquire dilapidated homes for repair/demolition; mitigate blight
Objective:	
Outcome:	17 emergency rehabilitations
Performance Measure:	17 homes repaired

Emergency rehabilitations are designed to repair or replace components or systems that have failed/affect the habitability of the home. The Department's most frequent emergencies are lack of heat, plumbing deficiencies, and leaking roofs. Rehabilitation services are provided through a deferred loan program. Priority is given to major system failures such as:

- Roofs
- HVAC systems
- Electrical systems
- Plumbing/sewer
- Collapsing floor systems

Rehabilitation services were made available to homeowners and investor-owners whose property qualified for lead-based paint remediation. To meet required Lead Hazard Control grant guidelines, eligible repairs were completed and critical housing quality issues remediated as needed. The City provided construction management to ensure that repairs were properly accomplished. Project managers and Housing Specialists provided excellent customer service and made sure customers were treated fairly during the process. Staff interviewed customers to ensure they met program eligibility requirements; prepared bids and job write-ups; supervised work, provided inspection, supervised work and ensured compliance with all applicable regulations ensuring that the unit was safe for occupancy.

Clients	Low Income	Moderate Income	Black	White	Hispanic	Other	FHH
17	3	14	12	5			3

E. Homebuyer Assistance



Total Allocation:	\$144,400		
Total Expended:	HOME	\$14,780	CDBG 20,832
Activity:	Homebuyer Assistance Program		
Source:	HOME		CDBG
National Objective:	Provide decent housing		Homebuyer Education
Eligibility Citation:	24 CFR Part 92.205(a)(1)		24 CFR Part 570.201(k)
Goal:	Provide down payment/closing cost assistance to 30 LMI first-time homebuyers		Provide Education for 200 residents
Objective:	Assist first-time homebuyers		Provide Education
Outcome:	Affordability		Affordability
Performance Measure:	Assisted 3 first-time buyers		Educated 123 residents

Homebuyer assistance is a significant component of enhancing access to affordable housing. Down payment and closing cost assistance (DPA) is available to income-qualified first-time homebuyers to reduce out-of-pocket costs in the form of a deferred low-interest rate loan. The maximum assistance individual homebuyers can obtain varies according to their situation. In most areas of the City, assistance is available up to \$5,000. To provide financial incentives to purchase homes in targeted areas, the Department offers an increased level of assistance: in Macedonia, West End and Southside neighborhoods \$7,500 is offered. The City may change the amount of assistance at its discretion. Basic program requirements include:

- Completing an eight-hour homebuyer education class offered by Consumer Credit Counseling Services, supported by CD&H
- Obtaining a loan for the purchase of a home from a participating lender³
- Meeting income eligibility requirements established for the program
- Purchasing a home within High Point city limits
- Contributing \$500 of their own money toward the purchase

Sales price of homes purchased with assistance from this program cannot exceed the Federal Housing Administration (FHA) basic standard mortgage limit for Guilford County. Loans are secured by a promissory note and deed of trust that outlines recapture provisions in accordance with 24 CFR Part 92.254. Liens coinciding with the loan terms are placed on all properties.

The Community Development & Housing Department is committed to ensuring that LMI applicants identify and avoid lenders who participate in predatory lending practices. To that end, we have partnered with local lenders to help homebuyers obtain an affordable first mortgage. The Department conducts free lender certification workshops to enable mortgage providers to become Participating Lenders in the DPA program. The

³ Participating lenders agree not to engage in predatory lending, pre-populate the Department's loan application forms, and require eligible buyers to receive homebuyer education. Due to the resulting efficiencies prospective homebuyers will only have to fill out one application and timely closing dates are facilitated.

City collaborated with the following agencies: High Point Regional Association of Realtors, Guilford County Home Ownership Center, High Point Housing Authority, Consumer Credit Counseling Service, North Carolina Housing Finance Agency, and HUD. Workshops provide the information and forms necessary to submit a complete package for loan underwriting. Certification is granted on completion of the workshop and is made to an individual rather than to the institution. Twenty-four mortgage loan officers from ten lending institutions were certified to facilitate and submit DPA packages on behalf of eligible first-time homebuyers. These certifications provide common groundwork to streamline the process, facilitating access for LMI families to affordable mortgages.

Participating lenders include representative from:

- Bank of America
- SunTrust Mortgage
- Wells Fargo Home Mortgage
- Southern Community Bank
- River Community Bank
- Allen Tate Mortgage
- Peoples Home Equity, Inc.
- New American Mortgage
- Fairway Independent Mortgage
- First Mortgage

The Department recognized the need to encourage more collaboration between the real estate and lending communities. In 2012 real estate agents were invited to attend the Lender Certification workshop. As a result, eleven real estate agents from ten real estate agencies were certified as participating realtors. The ten firms include J. Parris Gray; Keller Williams; People's 1st; Success Realty of NC; Allen Tate; Wilkinson & Associates; Lindsay Residential Properties, Lindsay Real Estate Holdings; Deberry Realty, and Remax Realty Consultants.

The Department also sponsored homebuyer education workshops using a HUD-approved curriculum. This year NeighborWorks' curriculum "*Realizing the American Dream of Homeownership*" was introduced. Workshops were offered monthly in rotating locations throughout High Point including the Macedonia Family Resource Center, Roy B. Culler, Jr. Senior Center, Southside Recreation Center, Community Y Neighborhood Development Center, Oakview Recreation Center, Allen Jay Recreation Center, Morehead Recreation Center, and Greater First United Baptist Church. Consumer Credit Counseling Service has been a partner with the City to offer this valuable training. The eight-hour classes are free to the public and participants receive a certificate on completion which become part of their application for down payment assistance. In 2011-12 12 classes were offered: 123 participants attended, averaging 10 attendees per workshop. Other notable statistics include:

- 100% of participants reported increased knowledge on workshop topics
- Gender breakdown: 37 male and 86 female
- Low income attendees: 97 ; moderate income attendees 26
- Average annual household income for attendees was \$18,438
- Average household size was 2.75 people

Ethnic breakdown:

- African American 99

- Caucasian 11
- Hispanic 9
- Asian/Pacific Islander 2
- Multi-racial 2

Classes are interactive and include use of flip charts, crossword puzzles, case studies and games to cover the home purchasing process comprehensively. Topics covered include a homeownership overview: managing money, understanding credit, getting a mortgage loan, predatory lending, shopping for a home, keeping up your home, and fair housing. The eight-hour class familiarizes participants with a few of the major laws which regulate the lending/real estate industry and protect consumers. A portion of the training concentrates on the Consumer Credit Protection Act covering the Truth-in-Lending Act, Fair Credit Reporting Act, Equal Credit Opportunity Act, and Fair Debt Collection Practices Act. Special emphasis is placed on the Fair Housing Act, Title VIII of the Civil Rights Act of 1968, which prohibits discriminatory acts against people attempting to rent or purchase a home. This training helps participants appreciate the protection they receive as consumers against disparate treatment. Fair Housing training provides tools to identify actions which demonstrate abuse of the law such as blockbusting and redlining. Additional resources provided include contact information and useful websites such as Fair Housing Act – <http://www.hud.gov/offices/fheo/FHLaws/>; Fair Housing Complaint Processing – http://www.access.gpo.gov/nara/cfr/waisidx_09/24cfr103_09.html; and Fair Housing Literature, 1-800-676-7468.

Testimonials:

Christina B. *“What I found most helpful is what to expect at every level of the home buying process.”*

Denisa P. *“I really enjoyed this class and can’t wait to start saving and budgeting to be able to afford my home. The instructors were funny, honest, and helpful.”*

Pearl J. *“This class was very helpful. I was nervous about being a young mother of two and buying a home, but now that I have more information I feel 100% better.”*

Accomplishments: During the program year the Department completed three homebuyer assistance loans, enabling the new buyers to purchase their dream home and begin to build wealth. Eligible applicants purchased homes at 4024 Banbridge Drive, 919 First Tee Drive, and 233 Windley Street.

Evaluation: The Homebuyer Assistance Program successfully increased the level of homeownership for High Point’s LMI citizens, assisting three families to purchase homes by providing down-payment assistance. Homeowners included one with income between 30-50% AFMI (Area Family Median Income) and two with income between 50-80% AFMI. We attribute the reduction in the number of participants to local unemployment/reduced income coupled with lending institutions’ inability to relax lending standards for low-wealth, credit-challenged families.

F. Individual Development Accounts



Total Allocation:	\$47,000
Total Expended:	Health/Human Svc. \$1,000; CDBG \$12,500
Activity:	Housing counseling & financial literacy
Source:	CDBG
National Objective:	Low-mod benefit
Eligibility Citation:	24 CFR Part 570.201(k)
Goal:	Assist 10 families buy a home
Objective:	Improve financial literacy
Outcome:	Improve financial literacy of 14 families
Performance Measure:	Improved financial literacy/increased wealth/home ownership for 14 families

Individual Development Accounts (IDA) are part of an “asset-building” strategy that concentrates on building family security by improving long-term economic well-being and emphasizing beneficial behaviors rather than merely offering temporary assistance. IDAs have been used nationally to leverage the monthly savings of working poor families who hope to purchase their first home, pay for post-secondary education or start a small business. The City of High Point’s focus with IDAs has been on homeownership. Department records indicate most graduates of the homebuyer education program have not purchased a home in the last five years, meaning additional financial training is needed so the City has partnered with Guilford County Homeownership Center (GCHC) since FY 2007-08 to establish an IDA program. Participants usually have credit challenges. Monthly lecture-style sessions complement required one-on-one sessions to effectively assist participants to reach homeownership goals. Classes are held at the Macedonia Family Resource Center, 401 Lake Drive. The training’s success rate remains high with 80% of graduates credit ready. However, due to the recession and economic realities, only two families have purchased at this point. Nationally IDA graduates continue to save money and have a less 1% foreclosure rate. Post-purchase tracking demonstrated that participants continue sound financial practices that include emergency funds and preventive home maintenance activities necessary for sustainable homeownership.

Total	Low Income	Moderate Income	Black	Other	FHH	Home Purchase	Lease-Purchase
14	6	8	13	1	11	2	4

Accomplishments: The IDA program successfully increased the level of financial management skills for LMI citizens and the level of homeownership. One family partnered with Habitat for Humanity to purchase a new home; another family purchased an NSP-rehabilitated home. Four families are on track to be able to purchase a home as part of the new Lease Purchase Program which allows families to lease a home acquired by the City through the NSP program with the ultimate intent of purchasing it. Through the NSP grant foreclosed homes were obtained, rehabilitated and sold to families at or below the AMI. IDA match reduces out-of-pocket expenses and home loan amount.

Evaluation: The IDA program enabled financial literacy training in the form of credit counseling, budgeting and preparation to buy a home. Remaining participants are scheduled to graduate from the program in September 2012. These individuals demonstrated a high level of accountability for personal financial choices. By choosing to participate regularly in the program, they invest in their future. Guest speakers included a banking specialist who offered banking information and stressed the importance of establishing a relationship with a financial institution. Other guest speakers included real estate professionals who explained essential real estate documents and professionals who assisted participants in better money management through use of coupons and efficient grocery shopping. A formerly homeless guest speaker from HRR Consulting chronicled his personal experience and shared how he improved his quality of life by becoming financially fit. He encouraged the value of financial fitness as a “family affair.” by involving children as soon as appropriated, the IDA programs equips them as well with financial skills they will need later in life to make sound financial decisions.

G. Neighborhood Stabilization Program



Home for Sale

\$110,000



2143 Cliffvale Drive | High Point | NC | 27262

This two-story 3 bedroom, 2.1 bath, 1437 sq.ft. home in Burton Run Neighborhood has new energy efficient appliances and new interior paint. Other features include a large family room with fireplace and a large kitchen, convenient laundry room, 2-car garage, covered porch and patio/dock, large master bath with garden tub and huge walk-in closet.

NSP eligible for up to \$7,500 in down payment/docking costs assistance.

NEIGHBORHOOD STABILIZATION PROGRAM

Community Development & Housing Department

For Additional Information
Contact your local Realtor or
City of High Point
311 S. Hamilton Street, P.O. Box 230
High Point, NC 27261

Phone: 336-883-5347
Fax: 336-883-5555
TDD: 336-883-8517
E-mail: tom.jackson@highpointnc.gov
Website: www.high-point.net/cd



Buyers are required to meet HUD income guidelines according to household size and Neighborhood Stabilization Program requirements.

The Neighborhood Stabilization Program (NSP) was established for the purpose of stabilizing housing values impacted by foreclosures and abandoned properties. NSP provided grants to every state and certain local communities to purchase foreclosed or abandoned homes for rehabilitation, resale and redevelopment to prevent further decline of home values in the neighborhood. The period of performance for the City to expend NSP program funds expires in September 2012.

At the end of FY 2011-2012 several outcomes were accomplished with NSP funds. Three NSP-rehabilitated properties received additional upgrades including new carpet, new driveway, a privacy fence and new energy-efficient appliances. Three families were able to move into NSP properties which were conveyed to Habitat for Humanity: 208 N. Hoskins, 212 N. Hoskins and 315 Murray. Additionally 2 demolitions were completed in preparation for Habitat to build and sell new affordable homes in the Graves Avenue Redevelopment area.

NSP Lease Purchase Program

The City of High Point focused on utilizing NSP funds to help rebuild neighborhoods hardest hit by foreclosure with new qualified, able homeowners. An important aspect of the program is that all homebuyers are required to attend homebuyer education classes. These classes help ensure that buyers gain a strong financial foundation and prevent mortgage defaults and foreclosures in the future. The City purchased 9 foreclosed homes with the intent of selling to very low income, first-time homebuyers. Selling proved difficult due to insecurity in the job market coupled with the low number of potential buyers able to meet current lending criteria. As a result, the City decided to establish a lease-purchase program to facilitate the sale of these homes to qualified families. The lease-purchase program offered income-eligible families the opportunity to lease NSP-rehabilitated homes for one year while they prepare for homeownership. During the 12 months, these families receive aggressive financial literacy training in the form of credit counseling, budgeting and saving

in preparation to become mortgage-ready. Applicants were selected from participants in the Homebuyer Education classes facilitated by Consumer Credit Counseling Service, participants in the IDA program and participants in the High Point Housing Authority's Family Self Sufficiency program. Due to staffing issues of managing single family rentals, the City entered into an agreement with a local property management firm to manage the scattered site portfolio. At the close of FY 2011-2012, the lease purchase program had one family to enter into a lease agreement for 2715 Westgate and 3 additional families entered the application process for properties located at 1402 Hampstead, 2143 Cliffvale, and 1311 D James Road.

Grimes Avenue Extension

NSP funds were used to extend Grimes Avenue from Randolph Street where it previously ended to Asheboro Street to improve neighborhood connectivity. The High Point Housing Authority plans to build an additional 78 affordable housing units, Phase III of Park Terrace, along the new stretch of Grimes Street which runs approximately 300 feet.

In collaboration with the High Point Housing Authority, the City agreed to utilize its NSP & CDBG funds to extend East Grimes Avenue from Randolph Street to Asheboro Street, resulting in additional street frontage for the planned Park Terrace Phase III as well as improved neighborhood connectivity. Park Terrace is a redevelopment project previously known as the historic Clara Cox Apartment Homes. Currently it features 172 affordable residences including one, two and three bedroom garden apartments and three bedroom town houses. Amenities include a swimming pool and fitness center, playground, gazebo and grilling area. The HPHA will seek LIHTC funds to build 78 units of affordable multi-family housing on E. Grimes Avenue from Park Street to Asheboro Street. This project was initially planned as a HOME project but funding was reprogrammed as an NSP/CDBG project.

Budget	\$288,000
Source (NSP& CDBG)	\$378,486
Activity	Affordable Housing Infrastructure
National Objective	Affordable Housing
Eligibility Citation	24 CFR 570.201(c)
Goal	Implement Phase I of Park Terrace by construction of street
Objective	Suitable living environment
Outcome	Street completed
Performance Measure	Connector street complete



H. In-Fill Housing Program



Total Allocation:	\$120,000
Total Expended:	\$42,182
Activity:	Acquisition and new construction
Source:	HOME
National Objective:	Affordable Housing
Eligibility Citation:	24 CFR Part 92.205(a)(1)
Goal:	Core City in-fill housing development
Objective:	Promote construction of new affordable housing
Outcome:	Affordability
Performance Measure:	10 properties/6 new homes

The City appropriates funding annually from its general fund for infill development, used to satisfy HOME match requirements. The infill housing program has been reconfigured to focus on acquiring strategically located properties and preparing them for redevelopment by affordable housing contractors. Consequently, CD&H has focused on acquiring property in Southside and Graves Avenue for the development of affordable housing by CHDOs (Habitat for Humanity and Unity Builders, Inc.). No additional properties were acquired during FY 2011-2012. But construction has continued on previously purchased properties by Habitat and Unity in their respective project areas.

I. HUD Lead-based Paint Hazard Control Program in privately-owned residential housing



Original Allocation '08 grant:	\$3,000,000; balance for 2011-12 \$434,837
Total Expended:	434,836.61
Activity:	Lead-based Paint Hazard Control grant (NCLHBo394-08)
Source:	HUD
National Objective:	ID/control Lead-based paint hazards in privately owned homes
Eligibility Citation:	24 CFR Part 85
Goal:	Recruit 0 units; LIRA 26 units; complete/clear 34 units
Objective:	Recruit 0 units; LIRA 26 units; complete/clear 34 units
Outcome:	Recruit 68 units; LIRA 68 units; Complete/clear 20 units
Performance Measure:	Recruit 68 Units; LIRA 68 Units; Complete/Cleared 20 Units

1. In October 2008 CD&H was awarded a \$3,000,000 Lead-based Paint Hazard Control Program Grant from HUD to carry out remediation activities on private residential housing serving low to very low-income families. This grant was officially completed and closed out on April 11, 2012. The primary objective of the program was to reduce the

risk of lead-based paint poisoning in targeted Core City neighborhoods by implementing the following activities: 1) conduct lead hazard control activities in 229 residential housing units over 3 years? 2) promote increased blood lead level screening of children under six; 3) educate the public about the dangers of lead poisoning and explain actions owners can take to protect themselves (including translations for non-English speaking residents); 4) train and certify building owners and contractors and their employees on safe lead work practices; 5) fund an Environmental Health Specialist position in the Guilford County Department of Public Health to focus exclusively on High Point; 6) create a Lead-Safe High Point website which includes a lead-safe housing registry.

Accomplishments during this report period:

- 68 residential housing units were recruited and enrolled
- 68 residential housing units received lead inspections and risk assessments (LIRA)
- 20 residential housing units received lead hazard remediation and environmental clearance

Evaluation during this report period/Department goals as specified in the HUD grant benchmark schedule:

- Recruitment & Enrollment: 0 units
- Lead Inspection Risk Assessments: 68 units
- Hazard remediation and environmental clearance: 20 units

In April 2012 staff attended mandatory HUD Lead/Healthy Homes managers training which included such topics as Healthy Homes rating system; Income Eligibility and File Management; Match; Administrative Actions & Modifications; Transitioning & Managing Multiple Grants; Data Management; LOCCS Overview; and building Capacity to Sustain your Program.

Total	Low Income	Moderate Income	Black	White	Hispanic	Other	FHH	Vacant
68	60	8	58	8	0	2	14	2

2. In October 2011 CD&H was awarded a \$2,475,000 grant to continue the Department's Lead-based Paint Hazard Control Program benefitting very low-income families. The primary objective of the program was to reduce the risk of lead-based paint poisoning in targeted Core City neighborhoods by implementing the following activities: a) conduct lead hazard control activities in 229 residential housing units over 3 years. b) promote increased blood lead level screening of children under six; c) educate the public about the dangers of lead poisoning and explain actions owners can take to protect themselves (including translations for non-English speaking residents); d) train and certify building owners and contractors and their employees on safe lead work practices; e) fund an Environmental Health Specialist position in the Guilford County Department of Public Health to focus exclusively on High Point; 6) create a Lead-Safe High Point website which includes a lead-safe housing registry. Primary activities for staff were undertaking start-up obligations including Public Hearing, City Council approval, Tiered 1 Environmental Review; publish Combined Notice of Finding of No Significant Environmental Impact and Intent to Seek Release of Funds; issue HUD 7015.15 (Intent to Seed Release of Funds); seed Request for Proposals (Environmental Services Firm & Training Provider); and attend mandatory training for new grantees.



Original Allocation '11	\$2,475,000
Total Expended:	\$41,163
Activity:	Lead-based Paint Hazard Control grant (NCLHB0506-11)
Source:	HUD
National Objective:	ID/control Lead-based paint hazards in privately owned homes
Eligibility Citation:	24 CFR Part 85
Goal:	Conduct lead-based paint hazard remediation
Objective:	Recruit 40 units; LIRA 0 units; complete/clear 0 units
Outcome:	Recruit 52 units; LIRA 52 units; complete/clear 0 units
Performance Measure:	Recruit 40 units; LIRA 0 units; complete/clear 0 units

Accomplishments during this report period:

- 52 residential housing units were recruited and enrolled
- 52 residential housing units received lead inspections and risk assessments (LIRA)
- 0 residential housing units received lead hazard remediation and environment clearance

Evaluation during this report period/Department goals as specified in the HUD grant benchmark schedule:

- Recruitment & enrollment: 40 units
- Lead Inspection Risk Assessment: 0 units
- Hazard remediation & environmental clearance: 0

CD&H staff attended the mandatory HUD Lead and Healthy Homes Program New Grantee Boot Camp November 14-17, 2011. On-going efforts to prevent childhood lead poisoning in High Point remain the focus of Lead Safe High Point, an education and outreach initiative. In partnership with United Way, Guilford county Public Health, High Point University, High Point Regional Health Systems and many others, the City continues to educate our communities about the dangers of lead-based paint hazards and the importance of having children screened for lead poisoning. For further information please visit the following websites: [http://www.highpointnc.gov/cd/lead safe high point/index.cfm](http://www.highpointnc.gov/cd/lead%20safe%20high%20point/index.cfm) or www.leadssafehp.org.

3. In July 2011 CD&H agreed to partner with the NC Department of Environment & Natural Resources (NCDENR), Children's Environmental Health Branch, to carry out HUD Lead-based Paint Hazard remediation in High Point. NCDENR awarded a \$190,160 sub-recipient contract to conduct lead-based paint remediation on 16 private residential housing units serving low to very low-income families. The contract expires July 30, 2013. Primary objective is remediation in 16 residential housing units: 7 units in 2011-12 and 9 units in 2012-13.

Allocation	\$209,739
Total Expended:	\$75,171
Activity:	Lead-based Paint Hazard Control grant (NCLHB0506-11)
Source:	HUD
National Objective:	ID/control Lead-based paint hazards in privately owned homes
Eligibility Citation:	24 CFR Part 85
Goal:	Conduct lead-based paint remediation
Objective:	Recruit 7 units; LIRA 7 units; complete/clear 7 units
Outcome:	Recruit 7 units; LIRA 52 units; Complete/clear 7 units
Performance Measure:	Recruit 7 units; LIRA 7 units; complete/clear 7 units

Accomplishments during this report period:

- 7 residential units were recruited and enrolled
- 7 residential housing units received LIRAs
- 7 residential housing units received remediation and environmental clearance

Evaluation during this report period (specified grant goals):

- Recruitment & enrollment: 7 units
- Lead Inspection Risk Assessments: 7 units
- Hazard Remediation and Environmental clearance: 7 units

7 units received remediation; 2 units were occupied; and 5 units were vacant. All benchmark requirements were satisfied.



Total units	Low Income	Moderate Income	Black	White	Hispanic	Other	FHH	Vacant
4 people/7 units	4	0	0	4	0	0	1	5

J. Southside Revitalization Plan



Total Allocation:	\$272,107
Total Expended:	\$42,182
Activity:	Affordable Housing Infrastructure
Source:	HOME
National Objective:	Affordable Housing
Eligibility Citation:	24 CFR 92.205 (a)(1), 570.201 (2)
Goal:	Implement Phase 1 of the Southside Revitalization Plan with 11 units
Objective:	Provide decent, safe, affordable housing
Outcome:	Affordability
Performance Measure:	6 new units of affordable housing

Due to the economic downturn, housing construction activity in the Southside community has slowed significantly. Unity Builders, Inc., the City's developer partner, built two homes in the area during the 2011-12 fiscal year. Continued credit restrictions have made it more difficult for homebuyers to qualify for mortgages. In order to spur housing activity, the City will contract with Unity Builders to build and sell affordable homes on a lease-purchase basis. This will result in additional housing stock and increase the number of families in the Southside community and prevent projects from becoming stalled. The City will also consider increasing the homebuyer subsidies to improve ratios and improve opportunities for successful mortgage applications.

K. Energy Efficiency & Conservation Block Grant

The Energy Efficiency and Conservation Block Grant (EECBG) Program, funded for the first time by the American Recovery and Reinvestment Act (Recovery Act) of 2009, represents a Presidential priority to deploy the cheapest, cleanest, and most reliable energy technologies we have—energy efficiency and conservation—across the country. The Program is modeled after the Community Development Block Grant program administered by the Department of Housing and Urban Development (HUD). It is intended to assist U.S. cities, counties, states, territories, and Indian tribes to develop, promote, implement, and manage energy efficiency and conservation projects and programs designed to:

- Reduce fossil fuel emissions
- Reduce the total energy use of the eligible entities
- Improve energy efficiency in the transportation, building, and other appropriate sectors
- Create and retain jobs.

The City of High Point was awarded a grant from the State's Energy Division to implement the State's program in High Point. In FY2012, \$60,131 was expended addressing ten (10) properties in a wide range of areas, including the purchase of energy-efficient appliances and the installation of energy-efficient HVAC systems.

L. Admiral Pointe



Total Allocation:	\$280,000
Total Expended:	-0-
Activity:	Affordable Housing
Source:	HOME
National Objective:	Affordable Housing
Eligibility Citation:	24 CFR 92.205 (a)(1)
Goal:	Construction of 54 units for elderly residents
Objective:	Provide decent housing; suitable living environment
Outcome:	Affordability
Performance Measure:	54 units

In May 2011, City Council approved a proposal from Wynnefield Properties to construct and manage a 54-unit Low Income Housing Tax Credit development for elderly residents aged 55 and up on a site of approximately 2 acres near Admiral and Samet Drives in north High Point. Total costs are expected to exceed \$5.31 million. A loan commitment in the amount of \$560,000 of the City's HOME funds was authorized to assist the development. As the allocation of low income tax credits is a very competitive statewide process, the developer sought a local government mortgage subsidy to qualify for additional point, enhance rent affordability, and leverage other resources. In accordance with the NC Housing Finance Agency's 2011 Qualified application Plan, loan terms cannot exceed 2% over 20 years to qualify as a mortgage subsidy and earn associated points. The loan will be sourced from the City's HOME Investment Partnership Program funds received from its annual HUD allocation and Greensboro HOME Consortium funds. This use of HOME funds attracted \$4,757,041 in additional resources resulting in a leveraging ratio of \$8.49 of other resources to every HOME dollar in the project. Resources committed to the project are presented below:

Boston Capital - Syndicator	\$3,288,839
NCHFA - RPP loan	800,000
City of High Point	560,000
NCHFA State tax credit loan	442,986
First Mortgage - Carolina Bank	122,743
Deferred Development Fee	102,473
Total Sources	\$5,317,041

VII. Community and Neighborhood Development Division



Total Allocation:	\$209,038
Total Expended:	\$122,118
Activity:	Community Capacity Building
Source:	CDBG
National Objective:	Low-Moderate Income Residents
Eligibility Citation:	570.201 (o)(p)
Goal:	Facilitate capacity-building activities for Community-based organizations
Objective:	Conduct 12 activities
Outcome:	Sustainability
Performance Measure:	Census tracts served; 136.01, 136.02, 138,139, 140, 143, 144.06, 144.08, 145.01, 145.02, 145.03, 146

The Community and Neighborhood Development Division (CNDD) is responsible for developing and implementing the Department's non-housing strategies to promote stronger, safer neighborhoods. During 2011-12 CNDD focused on leadership development, youth development and basic skills training. The Division also coordinated a variety of community programs and partnered with several organizations to enhance services for LMI neighborhoods.

CNDD offices are located away from City Hall, at 201 Fourth Street. The facility has a 12-station computer center, one conference room, one multi-purpose room, staff offices, a greeting area, and a kitchen. Division responsibilities range from supporting the Citizens Advisory Council to managing the Shelter Plus Care program for chronically homeless persons; from facilitating GED and computer classes to managing a Supervised Visitation Program for Women of Domestic Violence. Operations were streamlined and restructured this year due to the loss of two staff positions as well as loss of an employee who took another position in the City. With the May 2012 hire of a new staff member, the Division can again focus on strengthening neighborhoods through capacity-building.

Project Description: Program is designed to develop, implement, and coordinate capacity-building services to help increase neighborhood stability and viability. Division staff provide technical assistance to neighborhood groups, helping them organize and become catalysts for neighborhood development activities.

Accomplishments: Capacity-building programs included computer classes; GED classes; technical assistance monthly to 11 neighborhood associations and 20 leaders; support for the Citizen Advisory Council; management of several grant programs; and participation in several homeless prevention initiatives.

A. Citizens Advisory Council

Established in 1974 to function as the primary citizen participation mechanism for HUD-planned/implemented projects, the Citizens Advisory Council (CAC) plays a key role in CNDD's planning process. The nine volunteers, all City residents, are appointed by the Mayor and City Council; terms are limited to two consecutive two-year terms. Current membership:

Jerry Mingo, Chair Appointed by the Mayor
Stephanie Coggins, Ward 5, Vice Chair
Jeffery Golden, Ward 1
Jermaine Dawson, Ward 2
Vacant, Ward 3
Vacant, Ward 4
Jason Ewing, Ward 6
Samantha Klemme, at large
Yvonne Short, at large
Foster Douglas, Council Liaison

The CAC participated in/supported the Department's annual Bus Tour of each ward to help understand unique needs; the Homeless Memorial event; a High Point Police Department Domestic Violence Initiative in one of the neighborhoods, and Community Development Week. One of the most important tasks each year for the CAC is reviewing sub-recipient grant proposals: this spring, \$28,111 was allocated to five organizations (see page 35).

B. National Community Development Week

National Community Development Week 2012 was celebrated April 9-14, a celebration designed to bring local and national attention to the numerous accomplishments of HUD's CDBG and HOME programs. CD&H was fortunate to have the Leadership Council (made up of 11 neighborhoods) plan and sponsor the event. The following events were held in six recreation centers with an overall attendance of 350:

- Macedonia Family Resource Center, 401 Lake Ave: Fire Safety, Tips for Becoming a Homeowner, Home Repairs
- Southside Community Center, 401 Taylor Ave: Peer Pressure, GED, Truancy
- Oakview Recreation Center, 503 James Road: Crime & Safety, HPPD's Domestic Violence Initiative, Child Abuse Prevention
- West End Community Center, 903 English Road: Veteran's Benefits, Healthy Living, Gardening & Landscaping
- Morehead Recreation Center, 101 Price Street: Scams/Identity Theft, Finances & Budgeting, Insurance
- Washington Terrace Park: Celebration in the Park with food, games, information booths, music & dancing 11 AM- 4 PM

C. Relocation Assistance Program

The City of High Point's Relocation Assistance Program ensured uniformity of aid to persons displaced by minimum housing code enforcement. Owners and property managers were provided 90 days to repair substandard units; failure to comply results in notification to owners and tenants that the unit will be placarded/closed immediately upon vacating the premises (30 days to vacate after notice is served). Funds were used to pay moving expenses and/or rental security deposits. The number of rooms in the substandard unit determined relocation benefits, consistent with the Uniform

Relocation Act. Relocation assistance was provided without regard to family income. As of May 15, 2012, at the direction of City Council, the Relocation Assistance Program ceased.

Accomplishments: five residents who were forced to move due to code violations were provided assistance in 2011-12.

Area Benefit: Census tracts 136.01, 136.02, 138, 139, 140, 142, 143, 144.06, 144.08, 145.01, 145.02, 146.

Evaluation: The Relocation Assistance program did not meet its goal of assisting 10 participants, but did assist 6 residents: four female head-of-households with children, and one single person. The program relied entirely on referrals from the Minimum Housing Code Enforcement division.

Total clients	Low Income	Moderate Income	Black	White	Hispanic	Other	FHH
5	5	0	3	2	0	0	4

D. Discharge Policy

The City of High Point does not expend funds directly or indirectly to public institutions and/or systems of care that may discharge persons resulting in homelessness or such persons. The City does, however, provide technical assistance to non-profits and organizations that serve the homeless and funds public service activities for homeless service providers from its CDBG funds. CD&H works closely with the High Point Housing Coalition, a task force of homeless shelters and support service providers. The City played a leading role in establishing the Coalition and Department staff continue to provide technical assistance and support to the group.

E. Local Monitoring and Compliance

Community Development Block Grant (CDBG) and HOME funds are primarily disbursed according to two strategies: 1. Acquisition and rehabilitation projects and homeownership opportunities that expand the City's supply of affordable housing; and 2. Public service grants to implement programs and provide services to LMI residents in the Core City area, and community capacity-building activities to help strengthen neighborhoods.

The Department determines activities that can be funded and the households/individuals who are eligible to receive these benefits. Special procedures are in place to ensure compliance with applicable regulations. All applicants are required to submit an application that is reviewed by staff. Once funding is approved for a project, staff coordinates allocation of funds. Organizations receiving funds must enter into a detailed performance contract with the City which describes all applicable federal regulations and defines reporting and project management responsibilities. This contract also states performance goals that the organization is expected to meet. Grantees are required to submit monthly reports; staff make quarterly on-site visits to each funded project. Progress is discussed and records examined. All CDBG funded sub-recipient projects are required to demonstrate a minimum LMI benefit ratio of 70%. To achieve this, the City requires services to be offered primarily to residents of officially designated community development target areas which have high concentrations of LMI residents. Sub-recipients are also required to make a mid-year report and/or appear before the CAC at one of its regular meetings to ensure performance measures are being met and funds are expended in a timely manner. Households or individuals receiving assistance through a housing program must submit an application which is reviewed by staff to determine eligibility. In the event that funds allocated to sub-recipients are not completely expended during the fiscal year, the CAC may reallocate funds to special emphasis grants. Special Emphasis grants are designed to assist and facilitate a variety of neighborhood-based public service initiatives, community events, programs and activities in low-income Cote City neighborhoods. Special Emphasis grants are used for activities which improve the quality of life in low-income neighborhoods and which discourage adverse conditions such as crime, drug use, violence, vandalism, littering and social neglect by empowering the community to help renew its neighborhoods through community activism.

E. Partners Ending Homelessness

Partners Ending Homelessness is the planning and coordinating agency responsible for securing and administering major funding with continuous oversight for homeless service delivery in Greensboro, High Point and Guilford County. The Partnership is responsible for implementing, evaluating and updating Guilford County's Ten-Year Plan to End Chronic Homelessness, and serves as lead agency for Guilford County's federally designated Continuum of Care. Further information can be found at www.partnersendinghomelessness.org.

Partners Ending Homelessness is a groundbreaking collaborative organization that includes over 200 community agencies working to generate housing, strengthen prevention and supportive service efforts, and increase coordination, collaboration and access through the Continuum of Care. Its mission is to encourage public understanding of the causes and conditions of homelessness and provide a strong, stable system of care for individuals and families to reduce homelessness in Guilford County. Events of note in the past year were: 1. Announcement of a new Executive Director; the annual Homeless Persons' Memorial event held in High Point on December ?? Other accomplishments:

- Over 600 volunteers and the strong support foundations, businesses and the faith community throughout Guilford County
- Over 300 vouchers to help homeless families and individuals move into permanent housing
- Generated over \$8.5 million in resources to address hunger, housing and homelessness in Guilford County
- Achieved a 15% reduction in veterans' homelessness, and a 50% reduction in chronic homelessness overall

On Wednesday, January 25 2012 the annual point-in-time count was taken, which revealed that 1005 individuals experienced homelessness on any given night with 81 of those experiencing chronic homelessness. 161 homeless persons were mentally ill; 191 children were homeless at count time.

Workshops and events between January-June 2012:

- Fair Housing laws
- Understanding Housing for Tenants with Disabilities
- Employability Skills/Interviewing Dynamics
- Money Smart
- Winning Resumes
- Career Readiness Certificates
- Homerun for Homelessness: Greensboro Grasshoppers vs. Claws

Demographics		Experiencing Homelessness	
Male	550		
Female	254	Sheltered	850
Children	191	Unsheltered	155
	1005		1005

Lakewood Blue

G. Shelter Plus Care



Total Allocation:	\$50,269
Total Expended:	\$48,152
Activity:	Permanent Supportive Housing
Source:	Homeless Assistance Program
National Objective:	Low-Mod income clientele
Eligibility Citation:	24 CFR 570.201(p), 208(a)(2) and 582
Goal:	Provide permanent shelter for homeless individuals for 5 years
Outcome:	Sustainability
Public Service Access:	Improved
Performance Measure:	Number served: 11

The Shelter Plus Care program provides permanent housing assistance to homeless people with disabilities. HUD funds this program to assist a population that has been difficult to reach: homeless people with severe mental illness, chronic substance abuse, dual diagnoses (co-occurring mental illness and substance abuse) and/or HIV/AIDS. The program builds on the premise that housing and services need to be linked to ensure stability of housing for this hard-to-serve population. The City of High Point, grantee, has partnered with Open Door Ministries, the service provider. Supportive services must match housing funding with equal value. Shelter Plus Care is Tenant-based rental assistance.

Accomplishments: CD&H has re-inspected each of the eleven residences and addressed any found discrepancies. Pro-rated rent for clients receiving disability income from Social Security was re-evaluated according to HUD regulations. Open Door Ministries provided supportive services and day-to-day case management of individuals in the program. This past year, one client left the program and another was added. Another client is enrolled in a GED class and is working with the Housing Authority to move into a Section 8 house. To date the program has placed eighteen chronically homeless people in housing; currently there are eleven in the program.

Area Benefit: Census block groups: 136.021003, 139.001004, and 139.002007

Evaluation: The Shelter Plus Care program helped eleven people whom Open Door Ministries identified as chronically homeless and disabled; all have received supportive services and are closely monitored. Supportive services provided by Open Door Ministries have met matching requirements. We are exploring the possibilities of turning the Shelter Plus Care program over to the High Point Housing Authority as they are better able to secure permanent housing.

Total clients	Low Income	Moderate Income	Black	White	Hispanic	Other	FHH
11	11	0	4	5	0	2	0

H. Public Service Grants



Carl Chavis YMCA



Helping Hands



A portion of the City's CDBG residents. Eligible activities can care; health; anti-drug abuse

Here when you need us!

CAC reviewed applications and recommended the five programs listed below to City Council for funding:

entitlement funds was allocated for public service activities to benefit LMI include labor; supplies and materials; employment; crime prevention; child information; education; fair housing counseling; and energy compensation. The

Project	Allocated	Spent	Goal	Accomplishments
Boys & Girls Club of HP	\$7,267	\$7,267	Engage 36 youth in positive guidance & activities	27 youth assisted
Carl Chavis YMCA	\$6,000	\$6,000	Activities for 50 senior citizens	53 seniors enrolled
Helping Hands	\$5,400	\$5,400	Emergency assistance for 3000 families	5,437 by May 2012
HP Heat Track & Field	\$4,950	\$4,950	Provide education/training for 8 youth	12 youth assisted
YWCA of High Point	\$5,094	\$5,094	Provided after-school supervision for 20 youth	27 youth assisted
Totals:	\$28,711	\$28,711		

Total Allocation:	\$28,711
Total Expended:	\$28,711
Activity:	CDBG Public Service Grants
Source:	CDBG
National Objective:	Low-Mod income clientele
Eligibility Citation:	570.201e, 570.208(a)(1), 570(a)(2)
Goal:	Assist community organizations
Outcome:	Sustainability
Public Service Access:	Improved
Performance Measure:	Projected census tracts to be served: 136.01, 136.02, 138, 140, 142, 143, 144.06, 144.08, 145.01, 145.02, 146

Total Allocation:	\$7,267
Total Expended:	\$7,267
Activity:	CDBG Public Service Grants
Source:	CDBG

Boys & Girls Club of HP



National Objective:	Low-Mod income clientele
Eligibility Citation:	570.201€, 570.208(a)(1), 570(a)(2)
Goal:	Assist 36 youth
Outcome:	Availability/accessibility
Public Service Access:	Improved
Performance Measure:	36 youth participated

The Boys and Girls Clubs of Greater High Point provides a safe place to learn and grow. It offers ongoing relationships with caring adult professionals; life-enhancing programs; character development experiences; and hope/opportunities. Its mission is to inspire and enable all young people especially those from disadvantaged circumstances. The funded program, Teens with a Plan, was designed to keep 36 youth ages 12-18 engaged in positive activities with guidance leading to high school graduation and ultimately solid jobs/careers whether through the armed forces, vocational services or college. CDBG funds were used for the salary of the Teen Director.

Accomplishments: 36 youth from 12-18 YOA were able to visit colleges (AT&T, UNC Charlotte, UNC Chapel Hill, NC State). They also participated in scheduled activities such as Teen Nights, Fear Factor for Teens, and cooking classes. All activities broadened horizons and enriched their lives, leading to participation in higher education and healthier eating habits, to name just two benefits.

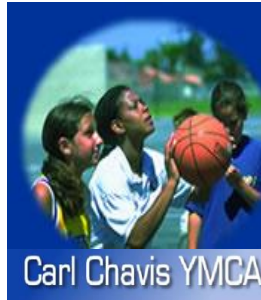
Area benefit: Census tract served: 139.00

Evaluation: Teens with a Plan met the goal of involving 36 youth in positive/life enhancing activities, preparing them for better choices in the future.

Total clients	Low Income	Moderate Income	Black	White	Hispanic	Other	FHH
36	27	9	33	0	3		27

Total Allocation:	\$6,000
-------------------	---------

Carl Chavis Memorial YMCA



Total Expended:	\$6,000
Activity:	CDBG Public Service Grants
Source:	CDBG
National Objective:	Low-Mod income clientele
Eligibility Citation:	570.201e, 570.208(a)(1), 570(a)(2)
Goal:	Activities for 50 senior citizens
Outcome:	Availability/accessibility
Public Service Access:	Improved
Performance Measure:	53 seniors participated

Carl Chavis YMCA serves LMI youth and families. The Senior Club project provided the opportunity for 50 senior citizens to participate in a variety of activities designed to improve their lives and enhance quality of life. Sessions were offered in health and wellness, arts/crafts, physical fitness and theater events. CDBG funds were used for nutritional food, arts, crafts and supplies.

Accomplishments: The goal of engaging 50 senior citizens was exceeded as 53 elderly residents participated in such activities as gymnastics, arts/crafts, Dancing with the Stars, theater events and Senior Health Day.

Area Benefit: Census tract served: 145.022

Evaluation: 53 senior citizens took advantage of activities designed to increase a healthy, well-rounded lifestyle.

Total clients	Low Income	Moderate Income	Black	White	Asian	Other	FHH
53	45	8	48	4	1		37

Total Allocation:

\$5,400

Helping Hands Ministry

Helping Hands



Here when you need us!

Total Expended:	\$5,400
Activity:	CDBG Public Service Grants
Source:	CDBG
National Objective:	Low-Mod income clientele
Eligibility Citation:	570.201€, 570.208(a)(1), 570(a)(2)
Goal:	Rent, utility, food for 3,000 individuals
Outcome:	Create economic opportunities
Public Service Access:	Improved
Performance Measure:	Served 9,158

Helping Hands Ministry has served High Point since 1996 providing, emergency food, rent and utilities. They are a partner agency of High Point's Community Resource Network along with Open Door Ministries, the Salvation Army, West End Ministries, Ward Street Mission and others. This project's goal was to improve coordination of available resources to meet 3000 families/individual needs in the most effective, efficient manner. CDBG funds were used for general operations and to operate the truck used to pick up food from Second Harvest Food Bank and local grocery stores.

Accomplishments: Helping Hands Ministry coordinated valuable resources for individuals and families struggling to secure food, warmth and shelter.

Area Benefit: Census tract served: 145.01

Evaluation: The agency exceed its goal of assisting 3000 families/individuals by providing emergency assistance to 9,158 families/individuals.

Total clients	Low Income	Moderate Income	Black	White	Asian	Hispanic	Native American	Mid-eastern	FHH
9,158	7,735	1,423	4,602	4,135	91	311	2	29	37

High Point Heat Track & Field Club



Total Allocation:	\$4,950
Total Expended:	\$4,950
Activity:	CDBG Public Service Grants
Source:	CDBG
National Objective:	Low-Mod income clientele
Eligibility Citation:	570.201e, 570.208(a)(1), 570(a)(2)
Goal:	Provide scholarships for 8 high school seniors
Outcome:	Sustainability
Public Service Access:	Improved
Performance Measure:	Scholarships for 12 students

The High Point HEAT Track & Field Club provided High Point youth with athletic, educational and spiritual conditioning and training to help them become successful athletes, students and citizens. Athletes were taught to be respectful of other people's differences of opinion, religion, race, ethnicity, gender and social status. Athletic practices were held primarily at the High Point Athletic Complex; tutoring services are conducted at Ferndale middle school. Grant funds were used for scholarships for eight deserving youngsters.

Accomplishments: 12 students received training and tutoring. The club participated in two national track meets, one in New Orleans and one in Durham, NC. Full track scholarships were provided to the University of South Carolina, St. Augustine and the University of Alabama.

Area Benefit: Census Tracts served: 140.00

Evaluation: The High Point Heat exceeded its goal of 8 students, providing four additional students with scholarships.

Total clients	Low Income	Moderate Income	Black	White	Hispanic	Other	FHH
12	12	0	10	0	2		11

YWCA of High Point



Total Allocation:	\$5,094
Total Expended:	\$5,094
Activity:	CDBG Public Service Grants
Source:	CDBG
National Objective:	Low-Mod income clientele
Eligibility Citation:	570.201€, 570.208(a)(1), 570(a)(2)
Goal:	Provide scholarships for 20 HS students
Outcome:	Availability/accessibility
Public Service Access:	Improved
Performance Measure:	Scholarships for 27 students

The YWCA of High Point is dedicated to eliminating racism, empowering women and promoting peace, justice, freedom and dignity for all. The funded program, YW-Impact, provided an after-school program on Mondays, Wednesdays and Fridays to greatly reduce the number of middle-school aged youngsters at home alone in the late afternoon and early evening hours. The YWCA worked with school counselors, social workers and non-profit organizations for referrals to the program. CDBG funds were used for transportation, supplies and snacks.

Accomplishments: Students participating in the YW-Impact program were offered character-building, informative activities such as fashion shows, pottery, Girl Talk & Boy Talk and other fun activities to keep them active and out of trouble.

Area Benefit: Census Tract Served 146.01

Evaluation: The YW-Impact program exceeding its proposed number of participants by 7. Parents reported less stress knowing their children were in a safe, nurturing environment.

Total clients	Low Income	Moderate Income	Black	White	Hispanic	Other	FHH
27	21	6	24	2	1		23

I. Neighborhood Associations

CNDD staff work closely with neighborhood associations, facilitating meetings as requested and ensuring communication between the City and residents for initiative, training and other capacity-building opportunities. 2011-12 reports are as follows:



Burns Hill Neighborhood Association continued active involvement in issues such as crime prevention, neighborhood beautification, youth involvement, social events and increasing membership. Burns Hill Neighborhood Association meets at the Morehead Recreation Center at 6 PM on the second Monday of each month. Some activities are listed below:

- Held 5 neighborhood cleanups, a great way to recruit new members. Two streets have been adopted and were cleaned four times this year, plus one overall neighborhood cleanup.
- Held the Sixth Annual Commitment to Community Awards ceremony acknowledging residents in the East Central area who have made a difference: Unsung Hero's award to an individual; President's award, given to the entire neighborhood; and Good Neighbor award, given to 2 businesses, a church and an organization.
- Sponsored two information sessions on organizing successful neighborhood watch groups
- Put on a neighborhood sale to raise funds for the Association
- Members participated in VITA, Volunteer Income Tax Assistance
- Worked with Code Enforcement, CD&H and the City Manager's office concerning boarded-up houses. Made a presentation to City council resulting in 5 houses being demolished by owners, 10 repaired by owners; 2 out for bid to be demolished, 4 given a time frame for repairs, 5 going before Council and ten houses are still within the repair time frame.
- Participated in Veteran's Day ceremony
- Helped build the CNDD Christmas float which won best non-professional float in the annual Christmas parade
- Participated in the Homeless Memorial and Community Development week

Goals for next year include:

- Participation in the back-to-school celebration, providing youth with school supplies
- Participation in National Night Out
- Participation in a Community Health Walk, affording fitness opportunities while "patrolling" the neighborhood for unusual activities



Cedrow Residents Association meets at 6 PM on the third Thursday at Washington Terrace Park.

Activities this past year:

- Supported what would have been the first Forensic Psychiatric Hospital for ex-offenders in High Point after visiting a similar facility in Florida; voiced support to City Council. The hospital was not approved by the State.
- Worked with the police department on crime reduction strategies
- Increased membership by 25%; should reach goal of 50% by September 2012
- Hosted a community block party to unite residents/increase membership

- Conducted a Valentine project, presented gift to each senior citizen in the neighborhood
- Participated the Homeless Memorial event; the CNDD Christmas float which won best non-

professional float in the annual Christmas parade; and in Community Development week

- Participated in National Night Out, winning the 365 National All Star Award along with participants from the 50 states

The Association had hoped to sponsor a neighborhood clean-up but was unable to organize it. They hope to do so in the upcoming year.

Five Points Neighborhood Association's major goals for this year included reorganization and increased membership.

The group participated in building the CNDD Christmas float which won best non-professional float in the annual Christmas parade and was active in Community Development week.

Highland Mills Association is not currently meeting, but participated in activities listed below:

- Building the CNDD Christmas float which won best non-professional float in the annual Christmas parade
- Community Development week
- Annual Commitment to Community Awards ceremony
- Placed two signs announcing the neighborhood at entrances to it; hope to place two more this coming year

Macedonia Neighborhood Association did not meet this past year due to lack of attendance and membership; however, two leaders of the Association did continue meeting with CNDD staff the second Tuesday of each month to keep momentum going and encourage other residents to attend. These two leaders were involved in the annual neighborhood Christmas dinner and the City's Christmas parade float, as well as the Macedonia Baseball league. Issues for the Macedonia Association are:

- Membership
- Dangerous dogs running loose in the neighborhood
- Boarded-up housing
- Break-ins and vandalism
- Cars parked in front of houses

The Macedonia Family Resource Center, where Association meetings normally take place, offers many programs for residents such as:

- Free computer classes
- VITA tax preparation program
- Technology Access Point (TAP) which provides access to the main library database to order books & have them delivered to the Center
- Activities and programs for youth
- English as a Second Language classes
- New mothers parenting skills/training classes
- A Community Garden
- Work First program, job skills training, for those seeking employment



CNDD staff and Macedonia Neighborhood Association's primary goal for the upcoming year will be to increase membership.

Oakview Citizen's Council is a newly-organized group of concerned homeowners, business owners and apartment residents in the Johnson Street/James Road area. It was formed as an expansion from the Chatham Wood Apartment Neighborhood Watch group and meets at 6:30 on the third Thursday of each month at Oakview Recreation Center.

Their focus this past year on engaging, mobilizing and increasing capacity for organizing residents resulted in attendance of 30-40 people each meeting. They are developing a vision and mission statement. Activities:

- Worked with Code Enforcement to remove an abandoned church on James Road
- Worked with the Police Department concerning speeding cars in the Oakview Elementary school zone

- Participated in National Night Out
- Sponsored information sessions on Gangs, Self-defense, a community garden and a possible dog park
- Assisted in building the CNDD Christmas float which won best non-professional float in the annual Christmas parade
- Participated in CD&H Community Development week and the Oakview Community Garden

Pershing Street Neighborhood Watch focused on safety issues for senior citizens which resulted in increased membership. The High Point Police Department and CD&H continued to assist with meetings and area crime analysis. Meetings are held at 6 PM on the 2nd Tuesday of each month.

The group participated in National Night Out and held a Christmas party.

Southside Neighborhood Association used their National Night Out celebration, held at their community garden site, as their kick-off “get-to-know-your-neighbor” event of the new year. Meetings are held the first Thursday of each month at the Southside Recreation Center. Activities included:

- National Night Out
- Family Night Out at the Fairview Family Resource Center with area youth
- Homeless Memorial Event
- Helped build the CNDD Christmas float which won best non-professional float in the annual Christmas parade
- Christmas dinner with area residents
- Boys & Girls night out
- End-of-Season Harvest party/community garden
- Community Development Week activities
- Southside Neighborhood Garden Feast



Washington Street Association has enjoyed an active year beginning with National Night Out celebration, attended by many residents, CNDD staff and representatives from the Police Department. The Association meets on the fourth Tuesday at various local churches. Activities of note include:

- Fall Festival on Washington Street
- National Night Out celebration
- Helped build the CNDD Christmas float which won best non-professional float in the annual Christmas parade
- Homeless Memorial Event
- Community Development Week celebrations
- Working with the Police Department to eliminate drug activity, loitering and crime in the area
- “Juneteenth” festivities

One program unique to Washington Street is the Home Repair Grant through the Hayden-Harmon foundation. Part of the Washington Street Revitalization plan, grants are awarded for home repairs; maximum available is \$3,000. Four homeowners received grants for \$3,000 each to repair their homes.

West End Neighborhood Association did not meet due to lack of members, but residents who attended Thursday night free suppers at the West End Community Center received information about police activities and crime reports. Site of HPPD's original, ground-breaking Violent Crime strategy implementation, West End continues to maintain the improved crime statistics gained by the strategy. The Community Center provided programs for those who live in West End, such as:

- Free computer classes
- VITA, which offers free income tax preparation to low income residents
- GED classes
- Leslie's House, a shelter for homeless women
- Boys & Girls clubs
- Emergency assistance: utilities, rent and prescriptions
- Food pantry
- Kids Café (safe place for kids to hang out)
- Thrift store

The following associations are not meeting at this time: Broadstone, Springbrook Meadows, and Habitat Woods.

J. Volunteer Income Tax Assistance

(VITA) offered free tax preparation to LMI individuals for the 6th year. Centers were open six days a week, with VITA volunteers preparing 325 basic tax returns for persons with disabilities, limited income, non-English speaking and elderly taxpayers. Those with an average adjusted gross income of \$14,226 were assisted as follows:

Year	Total Returns	Federal Refunds	EITC	Average Adjusted Gross Income	Child Tax Credit
1	151	\$130,811	\$53,153	\$13,496	\$16,037
2	378	\$259,165	\$125,463	\$12,135	\$35,074
3	320	\$330,565	\$141,582	\$12,567	\$38,873
4	341	\$457,804	\$183,006	\$14,329	\$60,939
5	417	\$546,725	\$236,249	\$14,740	\$83,840
6	325	\$425,126	\$186,284	\$14,226	\$71,770
TOTALS	1932	\$2,150,196	\$925,737		\$306,533

\$186,284 in Earned Income Credit; \$71,770 Child Tax Credit; and \$425,126 total federal refunds to taxpayers in High Point. There were three VITA sites this past year: Macedonia Family Resource Center, West End Ministries, and the CNDD office on 4th Street. Other partners included Wachovia Bank & Trust who provided free checking accounts for VITA participants and free financial planning; United Way of Greater High Point who marketed VITA through several outlets; Guilford Technical Community College and High Point University, who provided student volunteers. Volunteers and partners were acknowledged at an awards luncheon and presented certificates by IRS officials at a City Council Meeting.

K. Weed & Seed Program

The Department of Justice Weed & Seed grant in High Point ended September 30, 2011. Some programs begun under W&S will continue as part of the CDBG program for residents and the W&S steering committee will meet with partners until December 2012 to discuss sustainability of those programs. In meetings throughout the year the steering committee developed policies and continued collaboration with law enforcement, social service agencies and community-based organizations, churches and local businesses to empower and sustain positive change in Core City areas originally covered by W&S.

1. **Weed & Seed Youth Council** is currently in the process of reorganization. CNDD staff have identified adults who are committed to working with these young people. Three out of the four eligible to attend college are now in their senior and junior years of college; one student graduated in December 2011 with a degree in physical therapy.

2. **Weed & Seed-funded programs**, providing capacity-building opportunities to residents in Core City included:

- Computer classes: \$5,295 Wing Solutions conducted 5 beginning and advanced computer classes/software training, covering Introduction to the Internet; Introduction to Computers, and Introduction to Microsoft Office Applications
- Leadership Training: \$4,100 was provided to residents in 11 Core City neighborhoods. Classes offered capacity-building such as how to access government services and/or community resources; citizen involvement and resource leveraging; how to organize a neighborhood group, and other technical assistance that might prove useful in building strong neighborhoods.
- Small Business Entrepreneurship: \$5,000 was a 10-week training module on how to create a business plan; develop, market and find funds to become a small business owner in the Core City.

3. **Weed & Seed Safe Sites** continue to provide activities and programs for adults and youth in several areas of Core City. Safe Sites have monthly meetings to discuss happenings at each site and inform other sites of future events. Safe Sites include:

- **Macedonia Family Resource Center:** free computer classes, GED classes, the VITA program, and Macedonia Baseball League
- **New Gate Apartments:** free computer classes, an After School program and a free Reading Program for residents
- **West End Community Center:** free computer classes, the VITA program, youth programs, thrift store, shelter for homeless women, and trips for senior citizens
- **Washington Terrace Park:** structured youth and adult recreational activities and other community events
- **Morehead Recreation Center:** After School Program, summer camps, Midnight Basketball, and recreation leagues for adults and youth
- **Fairview Resource Center:** youth services, computer classes, GED classes, parenting classes, and assistance with the Southside Community Garden

L. Harmony House

This program, funded by the US Department of Justice Office on Violence Against Women, is currently in developmental stage and will begin operations in the fall of 2012. Harmony House is a visitation center for supervised visitation and safe exchange providing a safe, neutral/family-friendly means of supervised visitation for domestic violence victims and family members. Families in Guilford County and surrounding areas as appropriate will be served. Partnering agencies are the City of High Point, Family Service of the Piedmont, the 18th District Judicial System, and the Guilford County Sheriff's Department. Goals are:

- Protect children from witnessing or being caught in the emotionally and/or physically abusive relationship of their separated parents
- Protect formerly battered partners who have escaped domestic violence from further violence while complying with custody exchange and visitation orders
- Prevent inter-parental conflict experienced by children during visitations or exchanges
- Operate community collaborations in order to positively impact the safety of children and their abused parent while also holding batterers accountable.

Announcement
Public Comment Period
For the CDBG and HOME Program
Consolidated Annual Performance and Evaluation Report (CAPER) for
Fiscal Year July 1, 2011 – June 30, 2012

The City of High Point announces a fifteen-day public comment period to review the draft Consolidated Annual Performance and Evaluation Report (CAPER) for the Community Development Block Grant (CDBG) and HOME programs. The purpose is to allow the public an opportunity to review and comment on progress, achievements and expenditures of the federal CDBG and HOME programs in the City of High Point.

To encourage public input in this review process, the CAPER will be made available for public review from August 31– September 15, 2012. After the review period, the CAPER will be finalized and submitted to HUD on or about September 28, 2012. Copies of the draft CAPER will be available for review and comment at the following locations:

High Point City Hall, 211 S. Hamilton Street, Room 312
High Point Public Library, 901 N. Main Street, 2nd Floor Research Services
Parks & Recreation Dept., 136 Northpoint Avenue
Community & Neighborhood Center, 201 Fourth Street
High Point Housing Authority, 500 East Russell
ARK of Safety Daycare, 1411 Montlieu Avenue

Any citizen who has a question about or comment on any information in the CAPER may attach comments to the draft report at these public access sites, or may submit written comments to the Community Development and Housing Department, PO Box 230, High Point, NC, 27261, or email beth.workman@highpointnc.gov. For more information, call Beth Workman at (336) 883-3351.

NOTE: no comments were received from the public.

Checklist/Table of Contents

General Requirements

<u>X</u>	Evidence of Public Notice for CAPER review.....	49
<u>X</u>	Assessment of progress toward five-year goals.....	8
<u>X</u>	Assessment of progress toward one-year goals.....	8
<u>X</u>	Impediments to Fair Housing and Actions to overcome them.....	13&52
<u>X</u>	Affordable housing actions for extremely low, low/moderate income renters/owners	
	• Actions taken & accomplished to meet worst case needs.....	17-31
	• Actions and accomplishments to serve people with disabilities.....	36
	• Number of Section 215 housing opportunities created.....	N/A
<u>X</u>	Continuum of care progress to help homeless people	
	• Actions to meet supportive housing needs include HIV/AIDS.....	N/A
	• Actions to plan and/or implement continuum of care.....	35-36
	• Actions to prevent homelessness.....	35
	• Actions to address emergency shelter needs.....	35, 36
	• Actions to develop transitional housing.....	35, 36
<u>X</u>	Actions and accomplishments to	
	• Meet underserved needs.....	17-31
	• Foster and maintain affordable housing.....	17-31
	• Eliminate barriers to affordable housing.....	17-31
	• Facilitate PHA participation/role.....	17
	• Reduce lead-based paint hazards.....	26-29
	• Reduce poverty.....	23
	• Ensure compliance with program/planning requirements.....	7; 16
<u>X</u>	Leveraging of public and private funds.....	7
<u>X</u>	Summary of citizen comments.....	49
<u>X</u>	Analysis of successes and failures and actions taken to improve programs.....	8

CDBG

<u>X</u>	Relationship of expenditures to priority needs.....	8
<u>X</u>	Low/moderate income benefit.....	8
<u>X</u>	Amendments and other changes to programs.....	N/A
	Completion of planned actions to:	
	• Pursue all resources identified in Plan.....	8
	• Certify consistency for local applicants for HUD funds.....	34
	• Support Consolidated Plan goals.....	8
N/A	National Objective failures, if any	
<u>X</u>	Actions taken to avoid displacement.....	17
<u>X</u>	Compliance with URA.....	17
N/A	If jobs were filled with over-income people	
	• What was done to give low/moderate income first priority	
	• List job titles created/retained and those made available to low/moderate income persons	
	• Describe training for low/moderate income persons	
<u>X</u>	Rehabilitation accomplishments and costs.....	52
	• CDBG expenditures for rehabilitation.....	52
	• Other funds invested.....	7
	• Delivery Costs.....	52
<u>X</u>	Neighborhood Revitalization Strategy area, if any.....	7
	• Progress against established benchmarks.....	8

FY 2011-12 Rehabilitation Delivery Costs							
Activity Cost						386,725.00	
Cost of completed units						<u>1,000,608.61</u>	
Total						<u>1,387,333.61</u>	
	<u>CDBG/CDBG-R</u>	<u>NSP</u>	<u>HOME</u>	<u>LEAD</u>	<u>TOTAL</u>		
Units Completed	15	3	21	115	154		
Cost of Units completed	92,255.00	122,966.00	350,551	434,836.61	1,000,608.61		
HOME - PI	38,057.80				38,057.80		
HOME - PJ PI	49,294.00				49,294.00		
<u>LOAN BREAKDOWN</u>	<u># of Loans</u>			<u>Loan Balances</u>			
<u>Loan Type</u>							
Economic Development	5			\$21,404.00			
Emergency Repair	60			\$162,451.00			
First Time Homebuyer	374			\$1,350,600.00			
Housing Rehabilitation	149			\$2,691,966.00			
Purchase Rehab	22			\$169,337.00			
Rental Rehab	<u>19</u>			<u>\$310,087.00</u>			
	<u>629</u>			<u>\$4,705,845.00</u>			

Assessment of Affirmative Marketing Plan's Effectiveness

The Human Relations Department and Commission have engaged in activities this past year which affirmatively promoted fair housing in our jurisdiction and the Triad. Standard practices continue to be: (see p. 15)

- Stocking current information about fair housing in different languages
- Allowing LEP (Limited English Proficiency) customers to review language ID cards to identify the language most used in their homes
- Providing training sessions/workshops about fair housing
- Convening educational forums, seminars and classes about fair housing
- Receiving and investigating fair housing and landlord/tenant complaints
- Providing conciliation/mediation to resolve fair housing and landlord/tenant issues
- Sponsoring/attending outreach events to disseminate fair housing information
- Providing a proclamation to the Mayor to declare April as Fair Housing Month
- Recognizing National Fair Housing Month by planning, implementing, and partnering on activities to educate the public about fair housing

The information below supplements the Affirmatively Furthering Fair Housing section found on page 13 of this CAPER:

- The City contracted with Consumer Counseling Credit Services to provide 12 monthly first time homebuyer seminars using the NFCC Keys to Home Ownership, HUD-approved curriculum for the 2011-12 program year. Homebuyer workshops are rotated through different sites to enhance accessibility. The City expended \$21,205 in CDBG funds to implement this program during the program year.
- The City will be contracting with an outside firm to prepare its 2015-2019 Consolidated Plan and its 2015 Analysis of Impediments to Fair Housing Choice. Costs associated with preparation of the AI will be approximately \$27,000; this activity will be funded with HOME administration funds..
- Community Development and Housing maintains memberships with the High Point Housing Coalition and Partners Ending Homelessness. Additionally CD&H provides in kind support to the Human Relations Depart (staff time, use of vehicles and office equipment etc.) to assist in Fair Housing Month events. One Housing team staff member's time devoted to Fair Housing activities would total at least 1/10 of her time, approximately \$5,000.
- The City contracts with The Guilford Homeownership Center to provide Individual Development Accounts program services. Primary candidates are Homebuyer Education Participants that require more extensive counseling and financial management training to prepare them for homeownership. The City expended \$15,000 in CDBG funds towards this effort.
- The City of High Point successfully applied for a \$3 million Lead Hazard Control grant in 2008; in July 2011 we received a grant from NC Department of Environment & Natural Resources for \$190,160 and in October 2011 a third grant for lead remediation (HUD) was received for \$2,475,000. In FY 2011-12 27 units received lead hazard remediation and environmental clearance. Additionally, staff has successfully partnered with local agencies such as the United Way and Guilford County Public Health Department to establish the Lead Safe High Point initiative. More detailed information about lead based paint hazards and the initiative can be found at the Lead Safe High Point website at <http://www.high-point.net/cd/leadsafe>.